

HEACHAM GROUP PRACTICE

GP Receptionist

Person Specification

Qualifications

Essential

- Good interpersonal and communication skills
- Excellent administrative and organisational skills including attention to detail
- Good IT skills
- Work well as part of a team.

Desirable

- GP Practice experience
- Experience of using clinical IT systems

Disclosure and Barring Service Check

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

Employer details

Heacham Group Practice

45 Station Road
Heacham
King's Lynn
Norfolk
PE31 7EX

[Heacham Group Practice - Heacham & Snettisham Surgeries](#)

GP Receptionist

Job description

Job responsibilities

Job summary:

We are looking for a part time Receptionist to work over our two surgery sites at Heacham and Snettisham Surgeries. Previous experience of using SystemOne and working in a GP surgery would be preferred, but training can be given. Excellent communication skills both verbal and written are essential. This is a challenging role working in a busy GP Practice. Hours are negotiable.

Main duties:

- To be the first point of contact for patients: answering telephones and patient requests via e-mail and our website
- Liaise with patients to book and manage all appointment bookings.
- Support the Practice with cancellation of clinics, booking interpreters etc.
- Receive patients and visitors to the surgery premises, directing them as necessary.
- To deal effectively and sensitively with all issues relating to patients in an appropriate, factual and confidential manner.
- Handle medical information discretely and confidentially.
- To deal effectively with patient enquiries and queries, directing them to appropriate service/clinician
- Have the ability to multitask in order to carry out a wide range of patient telephone, administrative and general duties.
- Accurate recording of information in patients records and appointment system in accordance with practice procedures.
- Ability to work under pressure.
- Processing repeat prescriptions in accordance with practice guidelines.

Other tasks will include:

- Maintain accurate records at all times.
- Attend and participate in any Practice meetings when required.
- Any other delegated duties appropriate to the post

Confidentiality

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as confidential.
- Information relating to patients, carers, colleagues, healthcare workers or the business of the practice may only be divulged to authorised persons, in accordance with practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & safety

The post-holder will adhere to the practice Health & Safety policy, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. This will include (but will not be limited to):

- Using personal security systems within the workplace according to practice guidelines
- Awareness of national standards of infection control and cleanliness and regulatory / contractual / professional requirements, and good practice guidelines. Supporting adherence to IP&C within the Practice.

- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy, clean and sterile, and safe way, free from hazards. Initiation of remedial / corrective action where needed or escalation to responsible management.
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised

Equality and diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues by:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet patients' needs.
- Effectively manage own time, workload and resources

Communication:

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.